



Military TBI Case Management Quarterly Newsletter

TBI Case Management Community of Interest

Special Edition: Military TBI Case Management Quarterly Newsletter October 2013 Celebrates National Case Management Week with special recognition by the Defense Centers of Excellence for Psychological Health and Traumatic Brain Injury (DCoE) and Defense and Veterans Brain Injury Center (DVBIC) to the following TBI Case Managers and Care Coordinators that met or exceeded the following criteria:

- Excellence in contributing to the advancement of case management practice(s) that support our nation's wounded warriors with TBI. Examples of this would be, but are not limited to:
 - ★ Suggesting and implementing program improvements with demonstrated positive outcomes measures for service members
 - ★ Going "above and beyond" for a particular service member or service members in need of hard-to-find services and ensuring those services are provided
 - ★ Providing case management services in new or innovative ways to reach those in remote areas and facilitate their care needs
- Excellence in contributing to the improvement of the TBI Case Management Program—either at the site or contributions that may impact the overall MHS

Congratulations to all recipients, and our heartfelt thank you for the support and services you provide for our nation's service members, veterans and their families!

About the Quarterly Newsletter

The Military TBI Case Management Quarterly Newsletter is published by the Defense Centers of Excellence for Psychological Health and Traumatic Brain Injury (DCoE). The quarterly newsletter is intended for case managers and other providers who support warriors with traumatic brain injury (TBI) and their families. Additionally, this quarterly newsletter is intended to offer a means to share ideas, best practices and resources among the military TBI case management community.

The content will speak to the very best of TBI case management with the hopes of identifying and sharing best practices across the military.

Content suggestions, thoughts and ideas for future editions of quarterly newsletter can be sent to usarmy.ncr.medcom-usamrmc-dcoe.mbx.dcoe-tbicm-newsletter@mail.mil



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Quarterly Highlight

Congratulations to all recipients, and our heartfelt thank you for the support and services you provide for our nation's service members, veterans and their families!



Mr. John Foster, BA, CBIS, Regional Care Coordinator, DVBIC. "John is a true gem! He is a dedicated advocate for the service members and veterans who were fortunate to have worked with him. John filled in as the Regional Education Coordinator for his region and thanks to his efforts established valuable relationships with the military treatment facilities in his region. He was a real asset to the team!" -- Ms. Lori Dickerson-Odoms, Manager, Care Coordination, DVBIC

Ms. Margaret DiMeglio, MSW, CBIS, Regional Care Coordinator, DVBIC. "Margaret was a joy; she reinvigorated the RCC Program at her site, took on an additional region and was a valuable member of our team!" -- Ms. Lori Dickerson-Odoms, Manager, Care Coordination, DVBIC



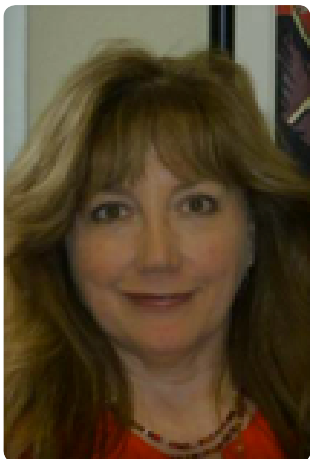
Ms. Elizabeth Melahn, Recovery Care Coordinator, Barksdale Air Force Base (AFB), La. "She never gave up the fight! Elizabeth worked tirelessly for over two years pursuing Purple Hearts for two soldiers and one airman, who were wounded warriors. All were diagnosed with TBI, which at the time did not qualify them for the medal. Even though she was told numerous times not to pursue, she knew these three brave warriors deserved their just reward. Eventually all were awarded! She is now lauded as the resident expert on how to prepare a Purple Heart package that deals with TBI." -- Capt. Lorna Blodgett, USAF Barksdale AFB, N.C.

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Ms. Candy Dunavan, RN, CCM, CBIS, Hunter Holmes McGuire VA Medical Center, Richmond, Va. “She consistently goes above and beyond when trying to find the best program to meet the SM or veteran’s unique needs. These referrals can be complicated and families may be desperate to find the right placement or resource for their loved one. Even if at time of referral a SM is not appropriate for PTRP (don’t know what this is, please spell out) she won’t just say no - she will provide education, guidance and recommendations to the referral source regarding alternatives for care and services.” -- Ms. Teresa Wootson, MSN, BSN, RN Case Manager, USAF/Seymour Johnson AFB, N.C.



Dawn L. Will, RN, BSN, MSN, Madigan Army Medical Center, Joint Base Lewis-McChord, Tacoma, Wash. “I am privileged and honored to nominate Dawn L. Will, RN, BSN, MSN for this prestigious recognition. This outstanding nurse possesses all of the qualities that others would aspire to emulate in an ideal Nurse Case Manager. She has managed some of the most severe and complex TBI patients that we have seen in our program. She has consistently initiated collaboration with other MHS, DOD, VA, and civilian institutions throughout the country, and has served as a liaison with the Brain Injury Associations of Wash. and Ore., served on their planning committees, and organized TBI support groups.” – Dr. Frederick G. Flynn, DO, FAAN, Medical Director, Traumatic Brain Injury Program, Madigan Army Medical Center

Ms. Pam Quinn, RN, Marine Wounded Warrior Case Manager, Walter Reed National Military Medical Center (WRNMMC), Bethesda, Md. “Ms. Quinn goes ‘above and beyond’ for her patients. She has expertly case managed patients with very complicated dual diagnoses of TBI and substance abuse issues. She is an exceptional case manager who is able to successfully manage some of the most clinically challenging cases in a family centric manner. Ms. Quinn is able to successfully address not only the warrior physical and medical issues of the warrior’s care but of the family member’s as well.” -- Ms. Anne M. Cobb, MSN, CCM, CMAC Division Chief, Case Management, Managed Care Department, WRNMMC.



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Ms. Teresa Wootson, MSN, BSN, RN Case Manager, USAF/Seymour Johnson AFB, N.C. “Mrs. Wootson has worked in military health for three years and has made replacing hopelessness with hope her mission. For one case, this goal was tested repeatedly. A young, single service member was severely injured in a dirt bike accident causing a cerebral contusion and lifelong cognitive deficits. Unbeknownst to this wounded warrior, Ms. Wootson has been the persistent beacon for his continued wellbeing. She spent months monitoring and coordinating efforts to ensure he received the treatment that he needs and deserves.” Capt. Michelle Lutrell, USAF, 4th fighter Wing (ACC) Seymour Johnson AFB, N.C.

Mrs. Georgia Minahan, Case Manager, USAF/Seymour Johnson AFB, N.C. “Mrs. Georgia Minahan takes her job as a CM to our wounded warriors very seriously and one example sets the bar high for those in this field. She received a warrior two days into a permanent change of station. He was living in billeting, coming off of a year remote from family and had multiple lingering medical conditions that needed continuity of care. Along with the surgical need, Mrs. Minahan ensured that the patient’s other needs were being taken care of by getting him in to the nearest TBI clinic and coordinating mental health, dermatology, PT and pain clinic referrals. In the patient’s own words: ‘I feel better than I have in 10 years!’ He has reported back to duty and is preparing for his next deployment.” Capt. Michelle Lutrell, USAF, 4th fighter Wing (ACC) Seymour Johnson AFB, N.C.

Ms. Willette Jones, RN, Marine Wounded Warrior Case Manager, WRNMMC, Bethesda, Md.: “Ms. Jones readily establishes strong working relationships with patients, families for whom she advocates with the Marine Liaisons in the Wounded Warrior Regiment. She has successfully advocated some of the most challenging and complex cases, which paved the way for subsequent complex cases. All of these efforts result in an improvement in the clinical pathway process for these patients.” Ms. Anne M. Cobb, MSN, CCM, CMAC Division Chief, Case Management, Managed Care Department, WRNMMC, Bethesda, Md..

Ms. Dee Van Nostrand, RN, Marine Wounded Warrior Case Manager, Walter Reed National Military Medical Center. “Dee Van Nostrand is the Lead Case Manager for the Wounded Warrior Team who case manages the care for the Marine Wounded Warriors. She works tirelessly to support the Case Managers for the Marine Wounded Warriors while carrying a caseload herself.” Ms. Anne M. Cobb, MSN, CCM, CMAC Division Chief, Case Management, Managed Care Department, WRNMMC

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Mr. Mark Carlyle, Marine Wounded Warrior Case Manager, WRNMMC, Bethesda, Md.: “In an effort to support continuity of care, Mr. Carlyle has gone the extra mile on behalf of his many patients. He goes the extra mile by accompanying them to other treatment facilities such as Johns Hopkins in Baltimore to ensure the patient’s needs are clearly understood and the treatment plan is clearly conveyed. “Ms. Anne M. Cobb, MSN, CCM, CMAC Division Chief, Case Management, Managed Care Department, WRNMMC, Bethesda, Md.

Ms. Nicole Woodrow, RN, CM, Fort Drum TBI Clinic, Fort Drum, N.Y. “Ms. Nicole Woodrow is the epitome of what a Nurse Case Manager should be. She has made immeasurable positive changes in many facets of our clinic, improving soldier care and coordination” -- Mr. Dan Darroch, Program Director, Program Director, Traumatic Brain Injury Clinic, Ft. Drum, N.Y.

Carolyn Donahue, DVBIC Regional Care Coordinator. “Carolyn demonstrates daily that her commitment to do what is right regardless of the obstacles and her ability to utilize her knowledge and compassion to assist and fulfill the needs of her patients.” -- Ms. Candy Dunavan, RN, CBIS, CCM, Department of Veterans Affairs Polytrauma Transitional Rehabilitation Program

Jackie Haygood, RN, Womack Army Medical Center, Fort Bragg, N.C. “She worked collaboratively with VA Polytrauma to transfer complicated service member in crisis to WRNMMC in less than 24 hours. Today, he is receiving the care he deserves, and although we are not out of the woods yet, both he and his family now have hope. Through the efforts of many, but especially from Jackie, this wounded hero and his family have been honored for his sacrifices. “ -- Candy Dunavan, RN, CBIS, CCM, Department of Veterans Affairs Polytrauma Transitional Rehabilitation Program

Rita Ebert, RN, BSN, TBI Medical Care Case Manager, Concussion Clinic U.S. Army Health Clinic-Schofield Barracks, Hawaii. “Ms. Ebert often goes above and beyond to provide outstanding care for her patients. In instances where information her patient needs is not readily available, Ms. Ebert takes the time to track information down in order to provide the best possible care.”-- Ms. Jacqueline McPherson, RN, MSN, L6S BB, Nurse Manager OIC, Concussion Clinic U.S. Army Health Clinic-SB Schofield Barracks, Hawaii.

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David Lewis, CMSgt (Ret), USAF 375th Medical Group Scott AFB, Ill. “The words ‘can’t’ and ‘no’ are not part of retired CMSgt Lewis’s vocabulary. Once he accepts a case, the warrior can rest assured, knowing that David will do everything in his power to get them the care they need and that they will not be alone.” -- Col. Tammy J. Lindsay, Chief of the Medical Staff, Scott AFB.

Gabriele Derenoncourt, RN Case Manager, Traumatic Brain Injury Clinic, Reynolds Army Community Hospital, Fort Sill, Okla. “On many occasions Ms. Derenoncourt has encountered soldiers who are reluctant to engage with providers based on previous experiences, but through her efforts and guidance once reluctant service members return months to years later to thank her for being an instrumental force in their recovery.” -- Jason Albano, Psy.D., Department of Behavioral Health , Reynolds Army Community Hospital.

Ann Dubrow-Winters, TBI Social Work Case Manager, TBI Service Walter Reed National Military Medical Center. “She has excelled at conducting outreach to community resources to include NIH and Uniformed Services University for patient care.” -- Silvia Massetti, LICSW, TBI Social Work Case Manager, TBI Service, WRNMMC

Ms. Georgia Jones, Recovery Care Coordinator, Vandenberg AFB, Calif. “She goes above and beyond whether it be assisting a member by helping to get paperwork signed, making a last minute trip to another AFB, or just being a support line for so many going through trying and anxious times.” -- Brittany Vallejo, RN, BSN Case Manager 30th Medical Group, Vandenberg AFB, Calif.

Mrs. Brittany Vallejo, RN, Case Manager, 30th Medical Group, Vandenberg AFB, Calif. “Mrs. Vallejo consistently makes sure that all of her TBI case management patients are receiving the best care available to them by scheduling appointments, coordinating with in-network providers, and referring to specialists.” -- Georgia Jones, MA, Air Force Recovery Care Coordinator, Vandenberg/Los Angeles /March ARB, Calif.